

Name
Address
Phone# – (xxx)xxx-xxxx
E-Mail Address: email

Education

University, City, State
Bachelor of Arts - Communication
May 2014

Community College, City, State
Associates in Arts - Mass Communication - Multimedia
May 2011

Technical Qualifications

- **Software Applications:** Symantec Ghost, Paragon Backup/Recovery, Microsoft Office 365, Deep Freeze, Remote Administrator, OneLogin, Slack, Cisco (Jabber, Spark), Amazon Chime, Desk, Zendesk, UniFi, CyberLink PowerDirector.
- **Hardware:** Hard Drives, Motherboards, Graphic Cards, Smartphones, Laptops, Desktops, Tablets, Networking Equipment (Routers, Hubs, Switches, Servers).
- **Operating Systems:** Mac OS, Windows 10, Windows Server (2012 R2, 2019).
- **Additional Training:** Cisco CCNA (Cybrary, Nov 2018), A+ Certification Program - Best Buy (Aug 2008 - May 2009), CompTIA A+ (220-901&902) Certification (SimpliLearn – Jan 2018).
- **Database Management:** SQL Server Management Studio, Novell Client for Windows, Access, Windows Active Directory, Microsoft Exchange.
- **Programming Languages:** SQL (2 years), HTML (3 years), Windows PowerShell (1 year), Python (1 year).

Professional Experience:

Company, City, State

System Administrator (November 2020 - Present)

- Maintain, upgrade, and implement improvements to the VMWare server infrastructure.
- Administrates and utilizes SentinelOne to provide protection to user devices (Mac/Windows).
- Diagnoses problems with software (Windows, Macintosh, Microsoft Office Suite/O365, and Third Party Programs).
- Diagnoses problems with hardware (PC/Mac, desktop/laptops, or servers).
- Provided support and problem resolution for users utilizing a ticketing/case system, resolving issues via phone or e-mail (FreshService.com).
- Understands and utilizes Microsoft Active Directory for: administration, creation of user accounts, and Internet E-mail using Exchange.
- Resolves Azure AD issues relating to Office 365, Active Directory.
- Review, configure, optimize Office 365 Exchange Online Protection, Exchange functionality and Anti Threat Protection (ATP)
- Analyzes and performs system upgrades and performs server upgrades, software patches, and upgrades where necessary.
- Uses Barracuda Backup to create, configure and maintain server backups, email security.
- Configures and maintains user VPN for connectivity and security.
- Repairs and upgrades servers, routers, pcs, printers, and other internal company technology.
- Works with Adobe Creative Suite/Creative Cloud Software and maintains programs with users.
- Understanding of networking, Ethernet, TCPIP, and remote communications.
- Develops system documentation, operational runbooks, system recovery, and process\system flows.

Amazon.com

IT Support Associate II (June 2020 – November 2020)

- Supports MDFs (main distribution frames) and IDF (intermediate distribution frame), including the network switches and other hardware.
- Provides network support and initiates Change Management processes to perform more invasive solutions/upgrades.
- Certified to interview prospective applicants.
- Assists in training new hires.
- Support/repair issues with HP products: Laptops, Desktops, and Mini Desktops.

- Connects with various vendors used by Amazon to resolve large-scale issues regarding the network infrastructure.
- Involved in the build process for newly constructed Amazon Fulfillment Centers, and is in charge of getting network, security (Lenel), and other operations online before launch.
- Handles requests for resetting passwords using Active Directory.
- Allocates, maintains and troubleshoots IT equipment used in Amazon Operations facilities.
- Handles support requests and procedures across the network.

Company, City, State

IT Technical Support Specialist (October 2018 – May 2020)

- Supporting and achieving/maintaining normal operation of all aspects of the technology environment including but not limited to endpoints (e.g., laptop/desktop PCs, tablet devices, etc.), servers, databases, system software, application software, wired & wireless networking, audiovisual, and telecommunications equipment as described or assigned by management.
- Keeping IT technical documentation current and accurate, including but not limited to procedures, user How-To's, configurations/settings, server/application maps, and facility/technology diagrams.
- Resolved any infrastructure issues related to the email and messaging platforms (Exchange, O365, Teams).
- Migrated users from Exchange to Office 365. Also assisted users with moving files from local servers to Microsoft OneDrive.
- Expertise in handling mail routing and mail-flow related issues.
- Engage in administrative tasks such as adding, modifying and deleting group mailboxes and email accounts
- Managing Mailbox databases/ Backups/ Repair/ Recovery
- Made sure users were fluent with using Microsoft Teams to keep operations running during COVID19.
- Configuring existing and new hardware and software across various platforms in a best practices manner, and troubleshooting errors that occur on them.
- Performing video production work as needed for various internal and external audiovisual needs.
- Ensuring that the internal network (LAN) and all related resources are secure from unauthorized access and/or disruption of services/normal operations.
- Report all anomalies, breaches, unauthorized access incidents, HIPAA-compliance concerns, and disruptions to services/normal operations to management in a timely manner and provide clear & detailed documentation of the incident.
- Configuring, installing, and maintaining the organization's computer network and telecommunications systems, both wired and wireless, in a best practices manner. This also includes phone switches, physical wiring, desktop phones, interfacing with telecommunication carriers as needed or directed by management.
- Re-imaging PCs using organization's standard imaging/backup software.
- Administering domain and application user accounts across multiple platforms including servers, PC/laptops, tablets, phones, and specialized devices/hardware. This also includes external/website accounts.

Company, City, State

Technical Support Specialist - Recruiting and Hiring (SaaS) (January 2015 – September 2018)

- Provided support and problem resolution for administrative clients utilizing a ticketing/case system, resolving issues via phone or e-mail (Zendesk.com).
- Used SQL Server Management Studio to program custom changes to clients using SQL, HTML, CSS, and JavaScript to meet client needs.
- Provide timely, creative solutions to non tech-savvy customers to help them reach their goals.
- Provided IT support for the Chicago branch, including diagnosing, troubleshooting and resolving software issues, replacing hardware, and providing setup/support for company meetings
- Foundation Team – Assisted with the migration of older clients to the new software platform, which provided a one login system for the clients to be able to log into multiple solutions.
- Transition team - assisted clients through a 6 week process to get them transitioned to the software and assisted them with any technical questions/issues.
- Lead of Forms Team - Lead a team that was responsible with Digital Form creation and PDF Overlays that were to be created for various clients upon request. Would handle 150+ form creation requests a year.
- Trained employees with the Applicant Tracking software, as well as how to use other software they would use (Zendesk, SQL Server Management Studio) in order to provide the employee(s) with the technical knowledge needed to provide quality assistance to the clients they would support.